National Secondary School Computer Fund

Acer Iconia W701

Student support guide

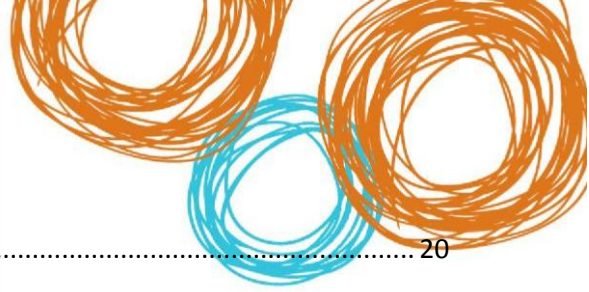# General

Acronyms

Acronym	Definition
CFT	Computers for Teachers
CFS	Computers for Students
DETE	Department of Education, Training and Employment
ICT	Information and Communications Technology
ISP	Internet Service Provider
LAN	Local Area Network
MOE4	Managed Operating Environment Version 4
NSSCF	National Secondary Schools Computer Fund
OBE / BMR	Out of Box Experience / Bare Metal Restore
Q4 Build / Q4 Image	The default operating system and software installed from factory
SEP	Symantec Endpoint Protection
WAN	Wide Area Network
ZTP	Zero Touch Provisioning

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Table of Contents

Acer Iconia W701

Q4 device facts

Below is a table of listing important facts pertaining to Q4 devices.

Q4 device
Students can be given elevated rights to the Q4 device if a parent gives permission via the NSSCF Device Charter. By default students will have the same administration access to the Q4 devices as they would any other school equipment.   Students, while not at school, are permitted a less restrictive level of web filtering if authorised by a parent or caregivers. If not permitted, students receive a similar level of filtering as they would at school. Filtering is received via the web filtering client
Computrace is used to track and trace lost or stolen devices.
Symantec Endpoint Protection is used to protect the device from viruses and malware
Warranty and support calls are lodged directly to the vendor by a parent, guardian or school staff member
3G connectivity for Q4 device is supplied by the NSSCF project with a minimum of 2.5GB (gigabytes) of data per month until December 2015 managed via OAMPS.

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Theft and loss of a Q4 device, that cannot be recovered, will incur a fee charged to the parent or caregivers. For the first case a $200 fee is charged, with the full cost of replacing the device charged each subsequent claim

Accidental Damage, non-warranty or device replacement cost will be recuperated from the school by the NSSCF Team. Schools may wish to recoup these costs from parents but this is a school managed process.

Q4 devices remain the property of Education Queensland

Device specifications

Brand	Acer
Model	Iconia W701
Processor	Intel Core i3-33217U (3 MB L3 cache @ 1.80ghz)
Memory	4GB DDR3 on board system memory
Storage	120GB Solid State Hard Drive
Display	11.6' LED backlit LCD
Networking and Communications	Wireless: 802.11 a/b/g/n, Bluetooth 4.0
Ports and Interfaces	1xUSB 3.0, 1xMicro HDMI port
Battery	Integrated Li-polymer battery

Device care

Students are responsible for the care of their device. To ensure reliable device function, certain basic rules must be followed. Students are responsible for the care of their device.

General Precautions:

- No food or drink is allowed next to your device while it is in use.
- Drinks or other liquids are not to be carried in the same bag as your device.
- Never remove plugs or cords by tugging at the cable. Cords, cables and other devices are to be inserted and removed carefully.
- Students must not carry the device with the screen open – unless directed by a teacher.
- Ensure the battery is fully charged each day.

Carrying the Device:

- Screens must be closed prior to transporting the device.
- Devices should always be carried within their protective sleeve.
- Carry the minimum amount of paperwork in the same carry bag as the device to prevent pressure on the screen.
- Students must not carry drinks or other liquids in the same bag as the device.

Screen Care:

- The screen can be damaged through pressure.
- Do not poke at the screen.
- Do not lean on the device when it is closed.
- Do not place anything on the keyboard before closing the lid.
- Do not place anything in the carry case that could press against the cover.
- Clean the screen with a soft dry cloth or anti-static cloth.

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Take care of yourself

To ensure a safe and comfortable working environment, students should consider the following points both whilst at school and at home.

Students are advised to:

- Take regular rest breaks.
- Not use their device for more than 2 hours in one session.
- Ensure there is no glare on their screen.
- Angle the screen to ensure an ideal viewing angle.
- Consider the ergonomics of their work area.

Ergonomic Posture:

- Use the device on a desk.
- Use chairs that promote good posture.
- Try to maintain a neutral seating position where there is an angle of 90º for ankles, knees, hips and elbows and hands in alignment with wrists.
- Take breaks to stretch and relax tensed muscles.

Prevent Eye Strain:

- Ensure there is no glare or reflection on the screen.
- Ensure there is adequate lighting.
- Position the screen for comfortable viewing.
- Adjust screen colours and brightness to prevent eye strain.
- Increase font sizes if having difficulty reading.
- Relax your eyes by focussing on a distant object for a few seconds.

Further information on correct posture and device use can be found at:
http://education.qld.gov.au/health/pdfs/healthsafety/laptopuse.pdf

Device battery charging

It is the student's responsibility to make sure their device has adequate charge before taking it to school. Completely charging a device will ensure the battery lasts all day. Battery life can be enhanced by managed use and recharging patterns that allow the battery to fully discharge before

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recharging, rather than sitting on constant charge.

Data security
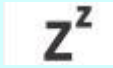
It is the responsibility of the student to backup all personal data. Ideally all personal data and files should be stored on a network drive at school or on a personal USB drive.

Windows Hot keys

Hotkey	Icon	Function	Decription
<⊞> + <F3>		Search	Ability to search the device.
<⊞> +<I>		Settings charm	Opens the settings charm.
<⊞> +<K>		Devices charm	Opens the devices charm.
<⊞> +<O>		Lock screen orientation	Ability to lock the device screen orientation (portrait or landscape).
<⊞> +<Z>		Commands within app	Shows the commands available within an application.
<FN> + <E>		Display toggle	Switches display output between the display screen, external monitor (if connected) and both.

For further hotkeys please visit: http://windows.microsoft.com/en-AU/windows-8/new-keyboardhttp://windows.microsoft.com/en-AU/windows-8/new-keyboard-shortcuts -1TC=t1shortcuts#1TC=t1

Acer Iconia W701 Bluetooth Keyboard Hotkeys

Hotkey	Icon	Function	Decription
<FN> + <W>	Z^z	Sleep	Puts the computer in Sleep mode.
<FN> + <Y>		Speaker toggle	Turns the speakers on and off.
<FN> + <▶>		Brightness up	Increases the screen brightness.
<FN> + <◀>		Brightness down	Decreases the screen brightness.
<FN> + <▲>		Volume up	Increases the sound volume.
<FN> + <▼>		Volume down	Decreases the sound volume.

Acer W701 LED indicators

LED's are used to signify a status, operation or issue with the device. They are designed to function as a warning or notification.

Device

LED Colour	State	Decription
Blue	Steady	The computer is fully charged and plugged in.
Blue	On briefly	The computer is fully charged and running on battery power. After pressing the power button, the blue LED stays lit for a few seconds before turning off.
Amber	Steady	The computer is charging and plugged in.
Amber	On briefly	The computer is not fully charged and running on battery power. After pressing the power button, the amber LED stays lit for a few seconds before turning off.
Amber	Blinking	The battery is critically low or abnormal battery situation.
Off	N/A	The computer is off.

Keyboard

LED Colour	State	Decription
Blue Battery LED	Steady	The Keyboard is plugged in and fully charged
Amber Battery LED	Steady	The keyboard is plugged in and charging
Amber Battery LED	Blinking slowly	The keyboard is not plugged in and the battery is low

| Amber Battery LED	Blinking quickly	The keyboard is not plugged in and the battery is critically low or there is an abnormal state
Blue Function LED	Steady	The LED turns solid blue for five seconds after turning the keyboard on
Blue Function LED	Blinking	The LED blinks after turning the keyboard off

Blue and Amber LED blinking – The keyboard is in pairing mode

Use and Features

Logging on

You may need to prefix the username with the relevant domain name for the student. For example, if the school is a member of WBB you may need to put WBB\ in front of the username.
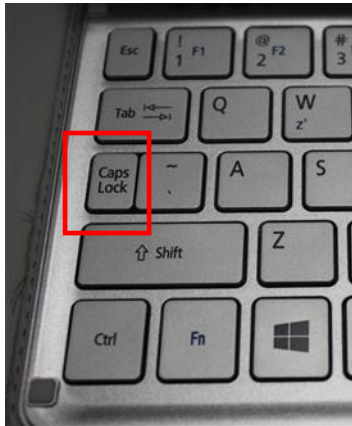
Enter the *Username* and *Password >*
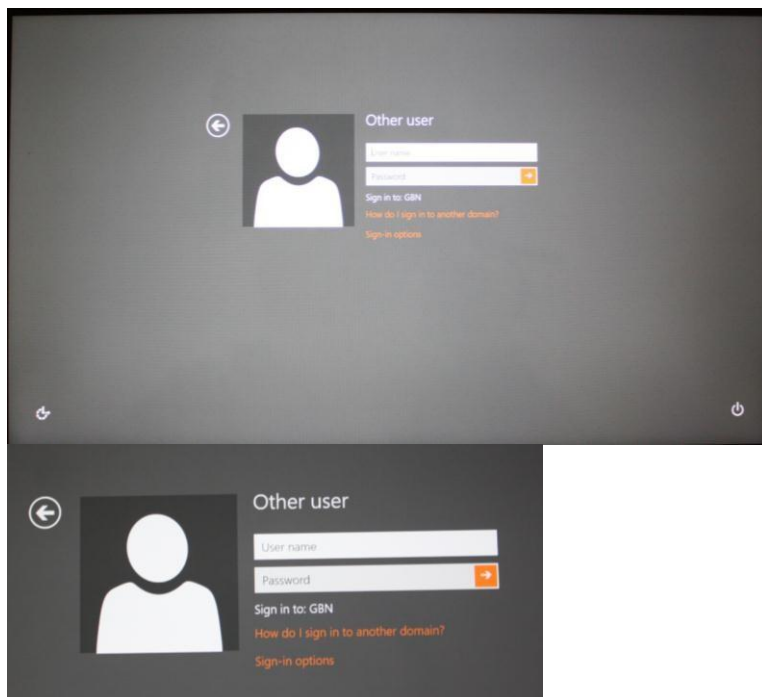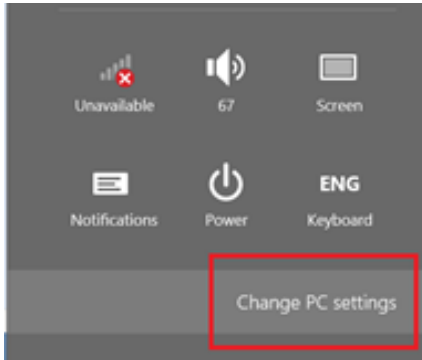
Unable to log on

If you are unable to login to the Q4 device ensure **'Caps Lock'** are not activated

Connecting the Bluetooth Keyboard.

The Bluetooth Keyboard will be paired to the device prior to delivery and once paired can be turned on and off without needing to be paired each time. Only if the device is rebuilt may there be a need to pair the keyboard to the device again.
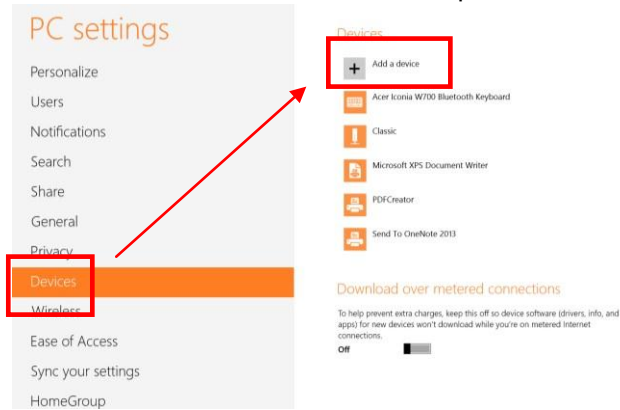
Do not attempt this process if you are in close proximity (less than 10 metres) of another device that is also pairing the keyboard. If you do so, you may inadvertently connect the keyboard from another device.

Step	Action
1.	**Settings** charm > **Change PC settings**

2.	Select *Devices* from the left menu to display the **Add a Device option**. **Do Not** Click "Add a Device" at this point

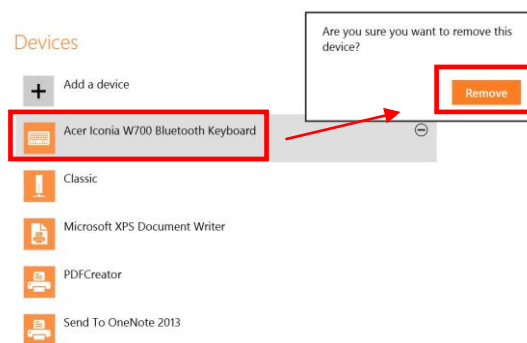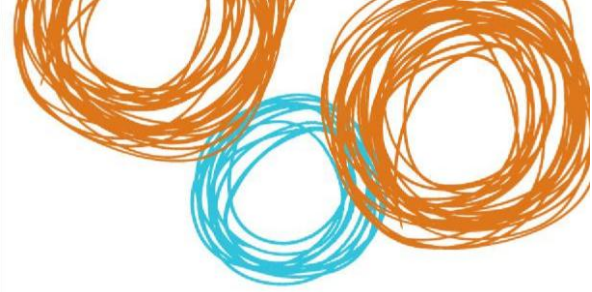| Step	Action
3.	If the *Acer Iconia W701 Bluetooth Keyboard* option is already visible tap the *minus sign* to the right to remove the device (it may take a moment for the keyboard to be removed from the device list.)]

4.	Press and hold the **Power button** until both the **battery and the function LEDs** on the keyboard blink repeatedly. Release the Power button. The keyboard is now in pairing mode (The keyboard stays in pairing mode for three minutes). **Note:** If the LEDs do not turn on please ensure the keyboard is fully charged before attempting to pair again.

5.	Select the **Acer Iconia W701 Bluetooth Keyboard** once it has been recognised by the device

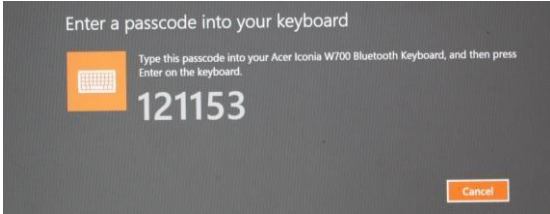| Step	Action
6.	The screen now displays a six-digit passcode. Using the keyboard, enter the passcode and press **Enter** **Note:** The passcode is only valid for <u>one minute</u>. If the passcode disappears or if you enter a wrong passcode, repeat the steps above to pair. *<u>The passcode will be generated on request, the above passcode is an example only</u>*
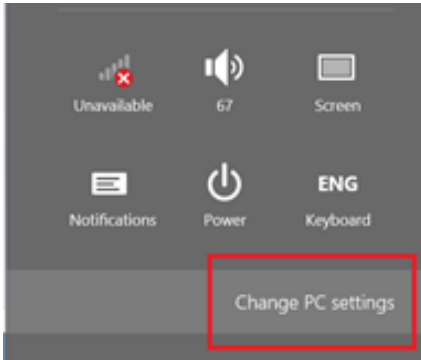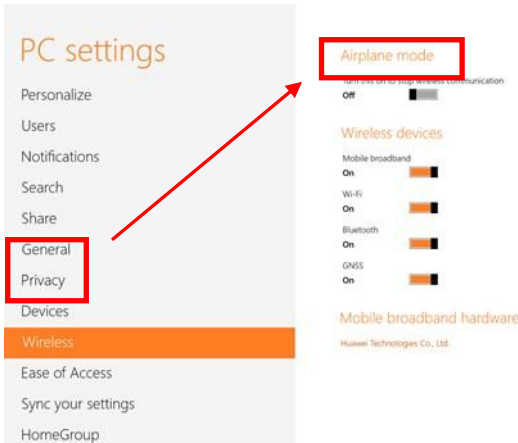
 Once pairing is complete, the function LED will stop blinking.

Check the network connection

Step	Action
1.	From the desktop swipe to display the main menu charms on the right side of the screen and select **Settings**

2.	Locate **Change PC settings** to open the Change PC setting menu
3.	Select **Wireless** on the left side menu to display the **Wireless devices.** Confirm the correct connection has been made.
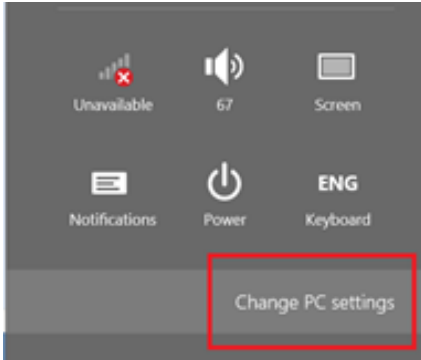
How to connect the Q4 device to the DETE 3G network

When the device is delivered it is pre-loaded with a 'data only' 3G SIM card. The device's serial number and SIM card number are linked to the allocated student. This information is provided in advance from Acer and is recorded in the school database and is used for configuration during the device build. Phone calls cannot be made using the SIM card.
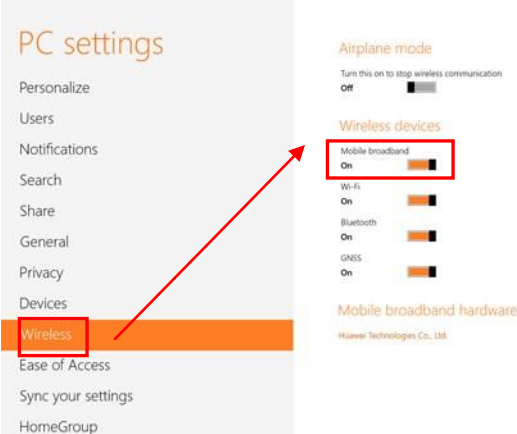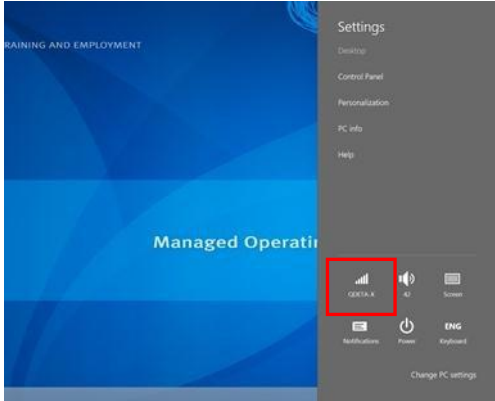
If the SIM cards are swapped between devices or inserted into mobile phones, it may permanently disrupt the device's service. If this happens, find which device the SIM should be assigned to by contacting the school's administration.

The data allowance for each device is a minimum of 2.5GB per month until December 2015.

3G Network

Step	Action
1.	Swipe to display the main menu charms on the right side on the screen, accessible from the desktop and select **Settings**
2.	Locate **Change PC settings** to open the Change PC setting menu

Step	Action
3.	Locate **Wireless** on the left menu and confirm the **Mobile broadband** option is enabled before returning to the **Settings** charm section. PC settings Personalize Users Notifications Search Share General Privacy Devices Wireless Ease of Access Sync your settings HomeGroup Airplane mode Turn this on to stop wireless communication Off Wireless devices Mobile broadband On Wi-Fi On Bluetooth On GNSS On Mobile broadband hardware Huawei Technologies Co., Ltd.
4.	In the Settings charm select the 3G Connect charm representing internet connectivity. Settings Desktop Control Panel Personalization PC info Help RAINING AND EMPLOYMENT Managed Operati QDETA-X Screen Notifications Power Keyboard ENG Change PC settings
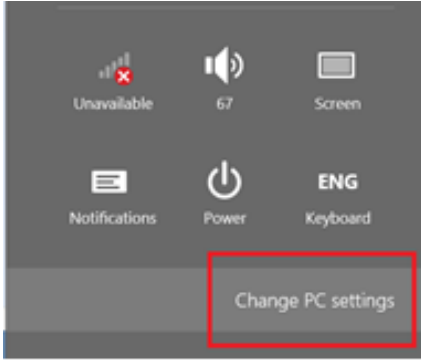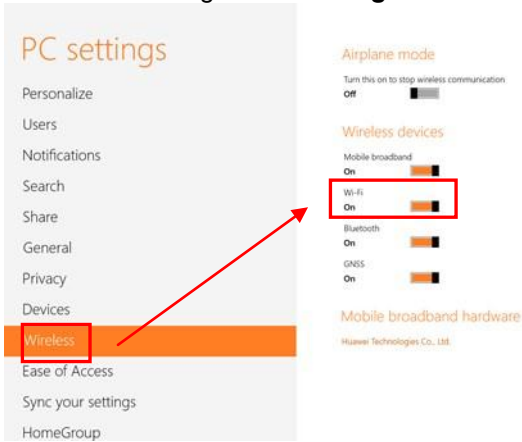
5.	Once 3G is enabled, the 3G network will now appear in the connections pop up

School wireless network

Step	Action
1.	Swipe to display the main menu charms on the right side on the screen, accessible from the desktop and select *Settings*

Step	Action
2.	Locate **Change PC settings** to open the Change PC setting menu
3.	Locate **Wireless** on the left menu and confirm the **WiFi** option is enabled before retunring to the **Settings** charm section.

Step	Action
4.	In the Settings charm select the icon representing network connectivity.
5.	Check to see if it is connected by ensuring the word **'connected'** is displayed next to QDETA-X/IDET in the connections pop up window.

 The device will automatically connect to the QDETA-X network. When changing from 3G or a home network locate the QDETA-X option and confirm by selecting Connect

Home Network
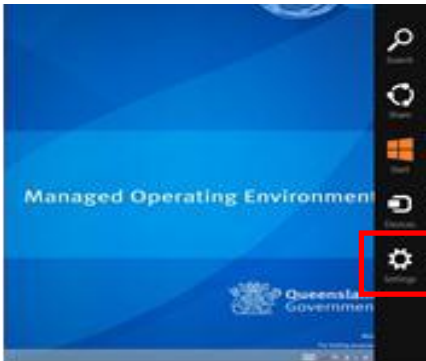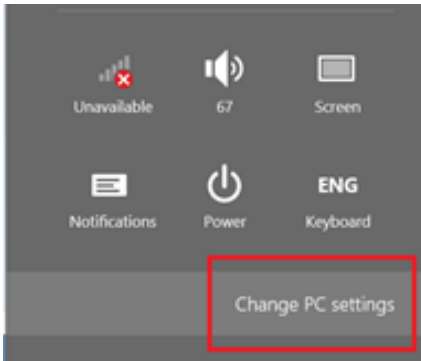
To ensure that the device is able to connect to the home wireless network, the following will be required:

- Name (SSID) of the home network
- The security information needed to connect, includes a password or username and password
- Any specific settings required to connect, e.g. IP address or subnet
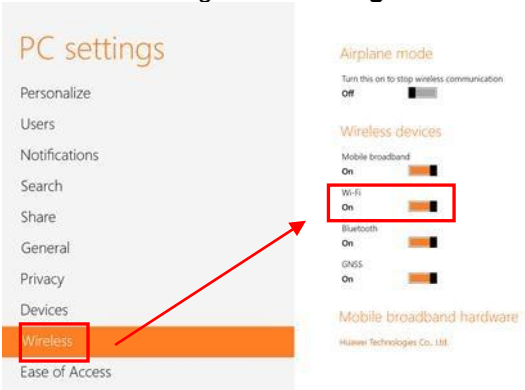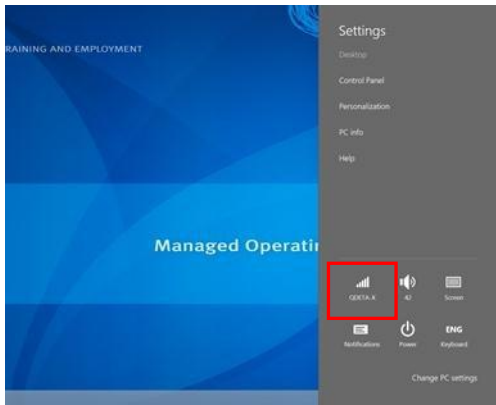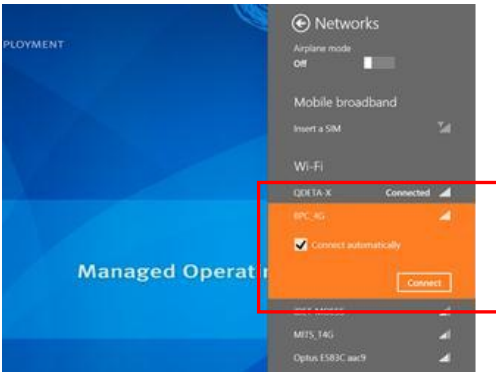
With this information the device will be able to connect the wireless network.

DETE is unable to supply this information as it is personalised by the owner of the device.
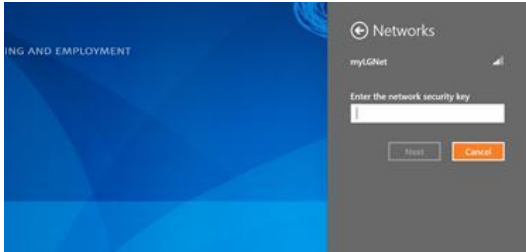
To connect to a wireless network, first ensure that wireless is activated on the device.

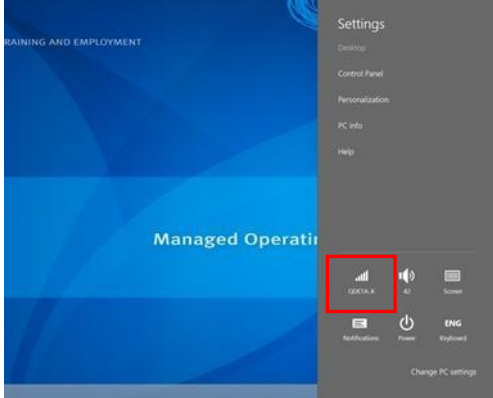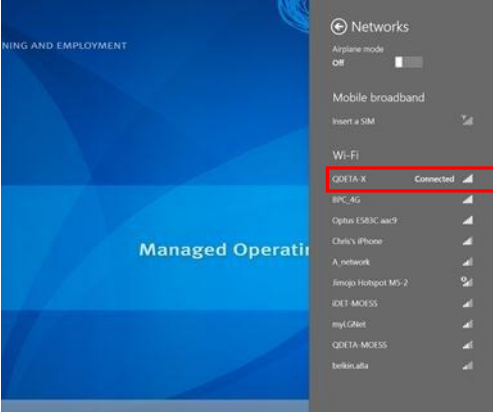| Step	Action
1.	Swipe to display the main menu charms on the right side on the screen, accessible from the desktop and select **Settings**
2.	Locate **Change PC settings** to open the Change PC setting menu

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Step	Action
3.	Locate **Wireless** on the left menu and confirm the **WiFi** option is enabled before retunring to the **Settings** charm section. ![PC settings screen showing Wireless menu and Wi-Fi On toggle highlighted]
4.	In the Settings charm select the icon representing network connectivity. ![Settings charm with network connectivity icon highlighted]
5.	Locate the home network {name} displayed in the connections pop up window. Select **Connect** to join the network. ![Networks pop up window with Connect button highlighted]

Step	Action
6.	To connect to the home wireless network a *Password* may be required
7.	Select the correct option for the network. Once the correct settings have been entered or the settings have been confirmed windows will connect to the network.

If the device is unable to connect to the home network, contact the relevant ISP, local technician or the owner of the network for further assistance.

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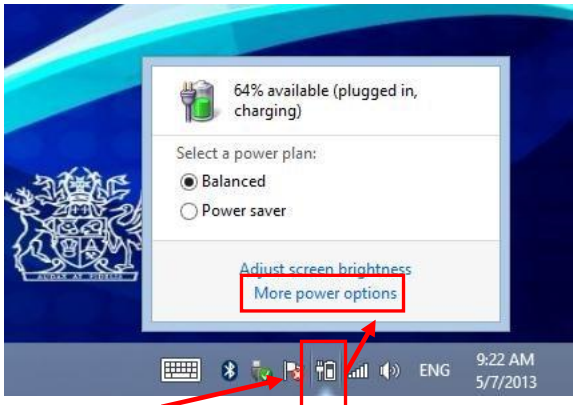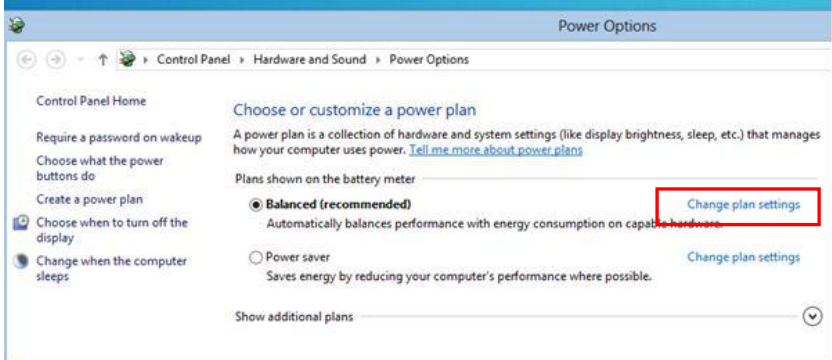
Software

Power management
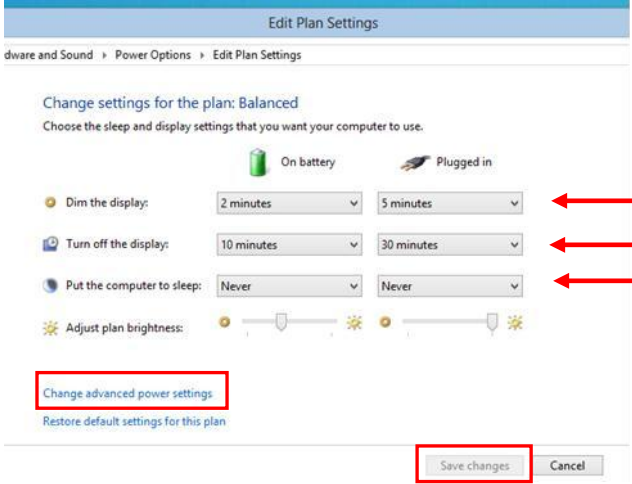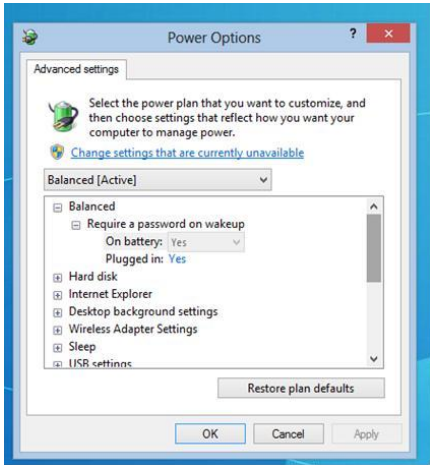
Power management settings

It is the student's responsibility to make sure their device has adequate charge before taking it to school.

Step	Action
1.	To access Power Management open the desktop and locate the *Power Options* icon at the bottom of the screen. Select *More Power Options.*
2.	The *Power Options* screen will appear displaying a wide range of options regarding *Power Plans*. Select *Change plan settings* to modify the relevant power plan*.*
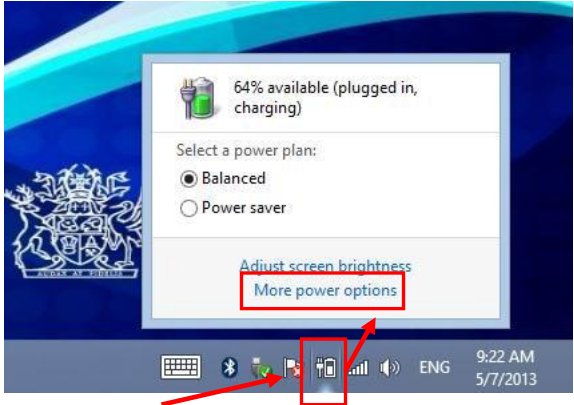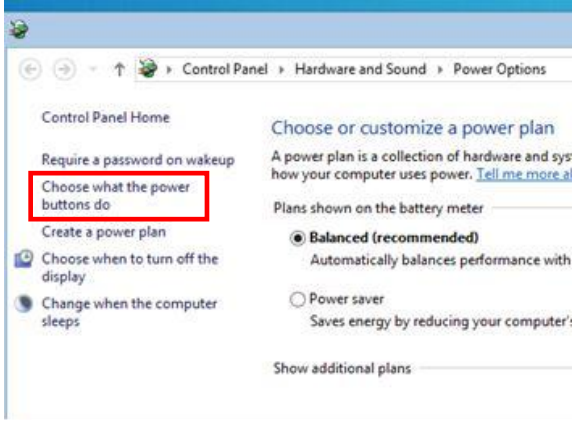
The 'Balanced' setting is recommended as it provides the best performance versus battery usage.

Step	Action
1.	Once the preferred modifications have been made select **Save changes** to confirm.
2.	**Change advanced power settings** will display a more detailed power plan and is available from the **Edit Plan Settings** screen.
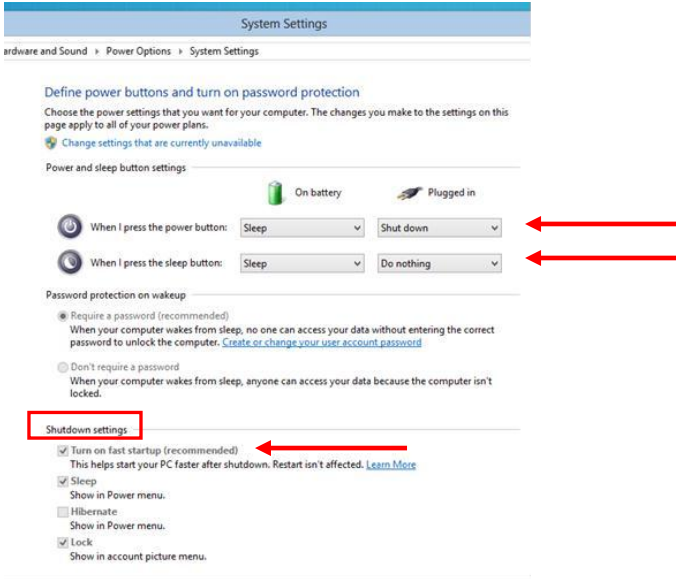
Define power buttons

Step	Action
1.	To access Power Management open the desktop and locate the **Power Options** icon at the bottom of the screen. Select **More Power Options.**
2.	The **Power Options** screen will appear displaying a wide range of options regarding **Power Plans**. Select **Choose with the power buttons.**

Step	Action
2.	Once the relevant modifications have been made select **Save changes** to confirm.

 It is recommended to disable 'Fast startup' as a power saving option. When 'Fast startup' is activated the device constantly checks for start signals which will slowly drain the battery.

Virus protection

All Q4 devices have SEP installed during the build and joining process. It is important to ensure that the definition's SEP uses to identify malicious software are kept up to date.

SEP requires little to no maintenance from the user. DETE has implemented SEP with ease of use in mind; using a centralised management method allowing both;

- ☐   Centralised update deployments while on the DETE network.

- ☐   Download of updates from Symantec via an internet connection.

This ensures that SEP protection is kept up to date for device protection.

Automated virus scans are scheduled for 10pm every night, though this can only be performed if the device is switched on.

SEP is the chosen DETE anti-virus solution. Devices with SEP removed or additional anti-virus products may be rebuilt wiping all locally stored data.

Antivirus

Active Scan

Active scan will only scan the most commonly infected areas of the device. This can be completed quickly and can find most threats. Full scan scans every file on the device. If a threat is still affecting the device after an active scan, initiate a full scan.

Step	Action
1.	Locate the Symantec Endpoint Protection shield icon at the bottom of the desktop to open the **Symentec control panel.**

2.	The Symantec Endpoint Protection user interface will appear. Click **Scan for threats** on the left side menu. Two scan options will appear, select **Active Scan** to commence the virus scan. The scan will take 1-2 minutes.
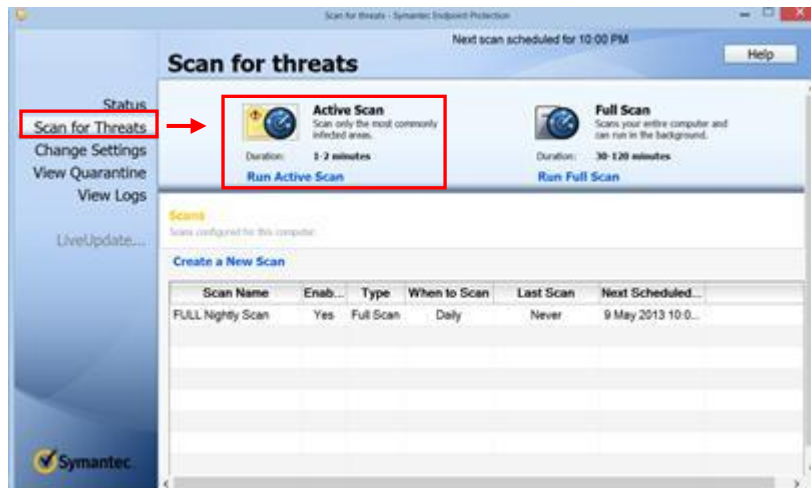
Step	Action
3.	Once you initiate a scan, a new window will appear. This window will track the progress of the scan and supply information on any threats found.

	Once a scan is completed, and no risks are found, you can close this window.

Full Scan

Full scan will scan the entire device and may take 30-120 minutes.

Step	Action
1.	Locate the Shield icon at the bottom of the desktop to open the *Symentec control panel.*

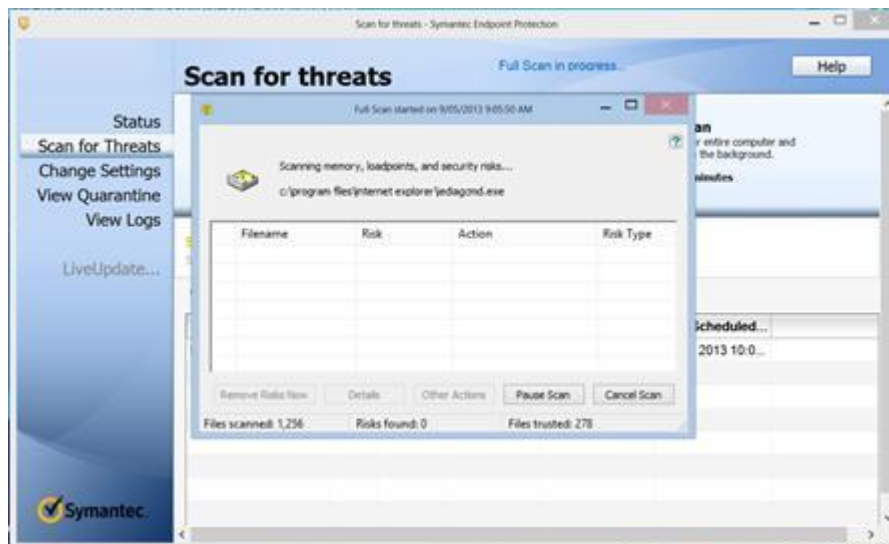| 2.	Select **Scan for threats** on the left side menu. Two scan options will appear, select **Full Scan** to commence the virus scan. The scan will take approximately 30-120 minutes.

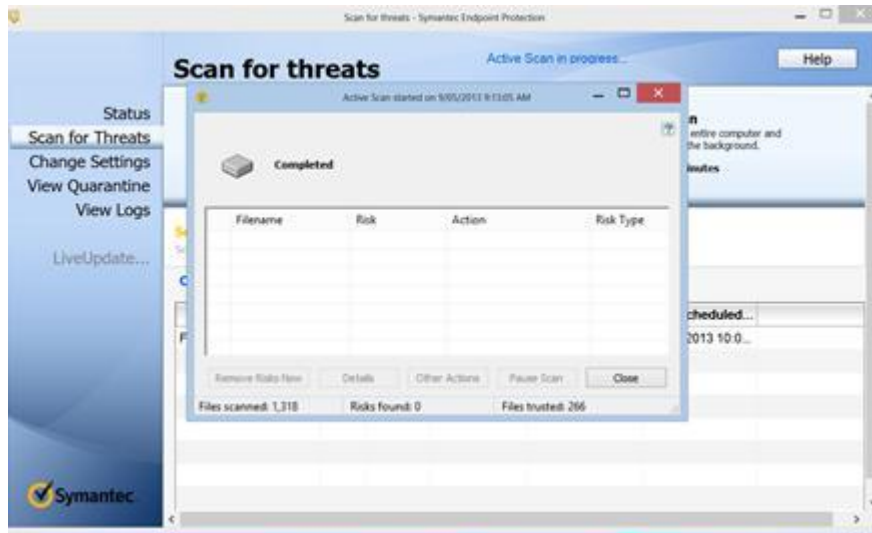| Step	Action
3.	Once you initiate a scan, a new window will appear. This window will track the progress of the scan and supply information on any threats found. Once a scan is completed, and no risks are found, you can close this window.

4.	Once a scan is completed, and no risks are found, you can close this window.
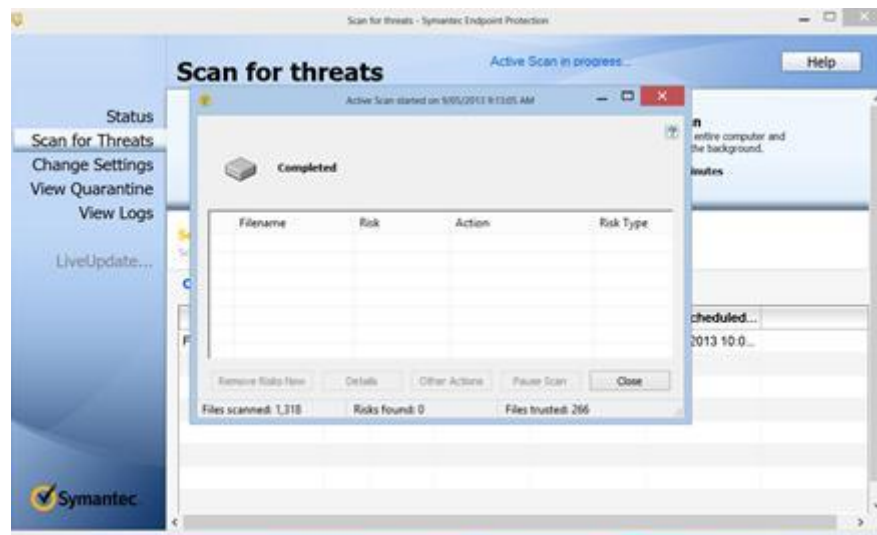
Home printer

Installing

Common printer brands support sites:

Canon   -   http://www.canon.com.au/en-AU/Support-Services

Epson   -   http://tech.epson.com.au/

HP   -   http://www8.hp.com/au/en/support-drivers.html

Lexmarkhttp://support.lexmark.com/index?channel=supportAndDownloads&page=home&locale=en&user local e=EN_AU

Unlike the DETE network, which is configured to install printers automatically, home printers require more input to setup on the Q4 device.
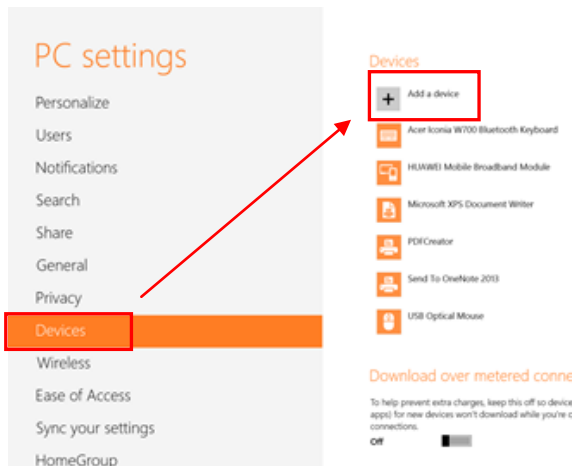
Before trying to install the printer, the following will be required:

- Printer driver/software disk or install files
- USB or serial cable to connect the printer to the Q4 device
- Power cable to power the printer
- Any other essential accessories
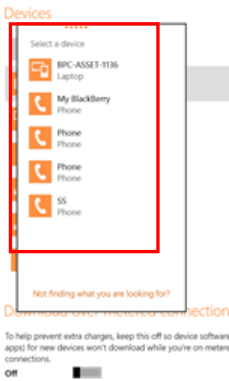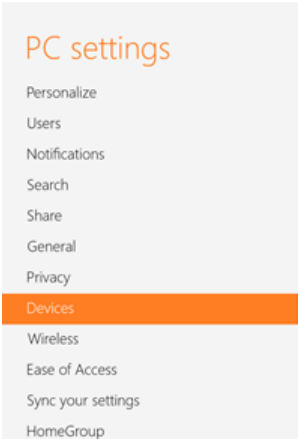
![icon] *Each printer may have varying cables, connectors and buttons. This is a general guide and does not contain brand or model specific information. To obtain this information please follow the link that corresponds to the printer's brand (above) or search Google for the manual using the make and model, (i.e. 'hp deskjet 3000 J310 manual').*

Step	Action
1.	Connect your device via the USB or serial cable supplied with the printer to the Q4 device. Initiate the installation of your printer by opening **Settings > Change PC settings**

Step	Action
2.	From the **Devices** option click on **Add a device**.

3.	Windows will automatically search for a device to add, locate the relevant printer.

 Windows will then try to automatically install the printer if the drivers are available. If unable to install please contact the manufacturer for support. Due to the large volume of different printer brands/models, DETE is unable to support printers that may not function with the Q4 device.

Scanners

Scanners are installed much like printers. Please follow the 'How to configure a home printer' guide for more information.

Computrace

Computrace is included as a component of the NSSCF Q4 build and is activated during the joining process. No user input is required and the product activates automatically during the joiner process.

The installation needs to be completed once per device to activate Computrace, thereafter reporting and security measures can be performed.

Computrace - students and parents

Computrace requires no input from the user of the device or from parents. The data collected by Computrace will only be accessed if the device becomes lost or is stolen. Parents will be required to complete a police report and statutory declaration for stolen devices.

Web content filtering

Web Filtering

DETE operate a best-practice web filtering system to protect students, schools and corporate offices from malicious web activity and access to inappropriate websites. This works on Q4 devices when used on or off DETE (school) networks. The filtering client is already installed on devices and allows DETE to provide its duty of care while the device is not protected by the department's network.

Web filtering adds additional measures to protect staff and students against:

- Inappropriate webpages
- Spyware and malware
- Instant messaging
- Peer-to-peer sessions
- Scams and identity theft

This utilises a precautionary approach to blocking websites – blocking sites with no information about their purpose and content within their descriptions.

Web filtering - students and parents

Students and parents will interact with web filtering only when a block page is presented. These are displayed after the user tries to access a blocked website. The block page has been created to inform the person trying to access the page that the site has potentially been deemed as being inappropriate by DETE standards. This includes:

- The site has not yet been approved as appropriate
- The site cannot be confirmed as a permissible site

For a categorical view of what is allowed and blocked while both at school and at home please follow this link: http://education.qld.gov.au/smartclassrooms/mis/filtering.html.

Parents or caregivers may be asked to choose between a 'High' or 'Medium' level of filtering for the student while not connected to the DETE network. Further information is available via the link above. It is important to know the difference between the two.

Please note any changes to the web filtering level settings will require the device to be rebuilt.

Medium: The Medium level filter provides a more relaxed level of protection for students who are able to access:

- Social networking sites such as Facebook
- YouTube
- File download and media sharing sites such as downloads.com
- Instant messaging programs like MSN Messenger
- Internet Telephony sites such as Skype
- Blog sites such as Blogger

High: A high level of filtering provides a more restrictive environment. Most of the above categories are blocked to preserve internet bandwidth and ensure that the internet at a school is not hindered by the overuse of such websites.

Web filtering block pages –

If you are attempting to view a blocked webpage with an address beginning 'HTTP' you will be presented with the below 'block page'.

Queensland Government

Department of Education and Training

SCHOOL BLOCK

The site you requested is blocked by your school.

http://www.facebook.com/

The site you requested may not exist or is blocked. This entry has been logged in the content filtering system.

You can:
- Check that the address you have entered is correct
- Enter a different web address to continue.
- Contact your school's MIS Administrator to find out whether this site can be unblocked.

Information about web content filtering can be found on OnePortal

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Queensland Go

If you are attempting to view a blocked webpage with an address
beginning 'HTTPS' you will be presented with the below generic Internet Explorer (IE) error screen.
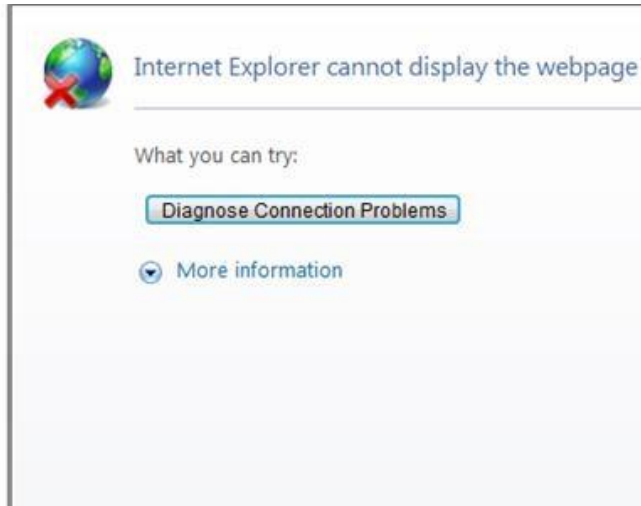
Mobile and desktop devices

Mobile devices in schools

Mobile device have been implemented within the MOE with mobility in mind. Groups, group policy and scripts have been created to allow for users to utilise their mobile functionality.

Data redirection

Folder redirection

Folder redirection has been implemented to manage data across multiple devices at a school. As users may be using different devices, it is important that the user's data be available anywhere.

Mobile devices have different needs to desktop computers. Data needs to be accessible offsite while the device has no connection to the school server. Folder redirection ensures that data is accessible both at home and at school.

Mobile users

The mobile users group provides redirection for mobile users.
User's drives are redirected to a physical location on the device as opposed to a location on the school server. The device D:\ drive holds all user data and a roaming profile is used to ensure user specific settings are available.

Student folder redirection

Folder	Standard redirection	Mobile Redirection
AppData	C:\%username%\Appdata\roaming	D:\%username%\Appdata\roaming
Contacts	C:\%username%\My Documents\contacts	H:\Contacts
Desktop	C:\%username%\Desktop	D:\%username%\Desktop
Documents	C:\%username%\My Documents	%HOMESHARE%%HOMEPATH%
Downloads	C:\%username%\My Documents\Downloads	H:\Downlaods

Vendor service support

Making a service call

Acer was the awarded vendor for Q4 devices. DETE has purchased devices that have a lifecycle of four years and meet the technological requirements of students from years 9 through 12.

Students are not permitted to log calls with Acer. Calls should only be logged by teachers, school staff, school technicians or parents.

Item	Details
Support vendor	Acer Australia
Contact number	1800 819 713
Operating hours	Phone logging: 7 am – 8 pm - Monday to Friday.
Website Logging	http://esupport.acer-apac.com/esupport/LoginFrame.htm
Operating hours	24 hours a day, 7 days a week.
Further information	• A username and password can be requested by emailing the NSSCF Administration Team (Administration.NSSCF@dete.qld.gov.au). • To receive updates and notifications from Acer speak to your school Principal to be added to the NSSCF Online Contact database.

Information required	The following information will be required to log a call: - Contact name (school or parent) - Contact number - Serial number (SNID) - Email address - School location (address) - Fault details

Call logging process

- Attempt to identify the component or software of the device that has the fault
- Refer to the Troubleshooting section of this manual to see if there is any relevant information that can be applied to the fault and follow the instructions provided
- If this is unsuccessful parents, guardians or school staff can log a call with Acer via the number in the table above

Windows backup

Backup and restores

DETE has implemented a best practice backup that is designed to suit the needs of a student.

It is the responsibility of the student to backup all personal data. All personal data should be stored on a network drive at school and/or on a personal USB drive. Data stored on the D:\ drive is not backed up by the school or DETE.

Backup habits

Data stored on the H:\ drive is regularly backed up by the school server however students are responsible for backing up their personal data on D:\ to an external source; such as a USB or personal hard drive.